

AHRQ's Primary Care Practice Facilitation Forum

This email newsletter is the first step in building a learning network for individuals with an interest in practice facilitation. We are using this listserve to share perspectives on questions and answers submitted by learning forum members, as well as resources, research articles, and events of interest.

June 15th, 2012

What Do You Think?

As a member of this learning community, we would like to get your perspectives on the following questions. **Please submit your responses to PracticeFacilitation@mathematica-mpr.com** and we will share them in upcoming newsletters.

- **How does a facilitation program develop a business plan, and why?**
- **What line items are included in a typical budget?**

Do you have other questions? Open a discussion by sending your questions to the same address.

Publications of Interest

- Grumbach K., Bainbridge E., Bodenheimer T. **Facilitating Improvement in Primary Care: The Promise of Practice Coaching.** *The Commonwealth Fund*, June 2012.

Published Overview:

Practice coaching, also called practice facilitation, assists physician practices with the desire to improve in such areas as patient access, chronic and preventive care, electronic medical record use, patient-centeredness, cultural competence, and team-building. This issue brief clarifies the essential features of practice coaching and offers guidance for health system leaders, public and private insurers, and federal and state policymakers on how best to structure and design these programs in primary care settings. Good-quality evidence demonstrates that practice coaching is effective. The authors argue that primary care delivery in the United States would benefit from a more systematic approach to the training and deployment of primary care practice coaches.

Access the full text at: <http://www.commonwealthfund.org/Publications/Issue-Briefs/2012/Jun/Facilitating-Improvement-in-Primary-Care.aspx>

- Dogherty E., Harrison M., Baker C., Graham I. **Following a natural experiment of guideline adaptation and early implementation: a mixed-methods study of facilitation.** *Implementation Science*, 2012; 7(9).

Published Abstract:

Background: Facilitation is emerging as an important strategy in the uptake of evidence. However, it is not entirely clear from a practical perspective how facilitation occurs to help move research evidence into nursing practice. The Canadian Partnership Against Cancer, also known as the 'Partnership,' is a Pan-Canadian initiative supporting knowledge translation activity for improved care through guideline use. In this case-series study, five self-identified groups volunteered to use a systematic methodology to adapt existing clinical practice guidelines for Canadian use. With 'Partnership' support, local and external facilitators provided assistance for groups to begin the process by adapting the guidelines and planning for implementation.

Methods: To gain a more comprehensive understanding of the nature of facilitation, we conducted a mixed-methods study. Specifically, we examined the role and skills of individuals actively engaged in facilitation as well as the actual facilitation activities occurring within the 'Partnership.' The study was driven by and builds upon a focused literature review published in 2010 that examined facilitation as a role and process in achieving evidence-based practice in nursing. An audit tool outlining 46 discrete facilitation activities based on results of this review was used to examine the facilitation noted in the documents (emails, meeting minutes, field notes) of three nursing-related cases participating in the 'Partnership' case-series study. To further examine the concept, six facilitators were interviewed about their practical experiences. The case-audit data were analyzed through a simple content analysis and triangulated with participant responses from the focus group interview to understand what occurred as these cases undertook guideline adaptation.

Results: The analysis of the three cases revealed that almost all of the 46 discrete, practical facilitation activities from the literature were evidenced. Additionally, case documents exposed five other facilitation-related activities, and a combination of external and local facilitation was apparent. Individuals who were involved in the case or group adapting the guideline(s) also performed facilitation activities, both formally and informally, in conjunction with or in addition to appointed external and local facilitators.

Conclusions: Facilitation of evidence-based practice is a multifaceted process and a team effort. Communication and relationship-building are key components. The practical aspects of facilitation explicated in this study validate what has been previously noted in the literature and expand what is known about facilitation process and activity.

Access the full text at: <http://www.implementationscience.com/content/pdf/1748-5908-7-9.pdf>

- Hoff T., Weller W., DePuccio M. **The Patient-Centered Medical Home: A Review of Recent Research.** *Medical Care Research and Review*, May 2012.

Published Abstract:

The patient-centered medical home is an important innovation in health care delivery. There is a need to assess the scope and substance of published research on medical homes. This article reviews published evaluations of medical home care for the period 2007 to 2010. Chief findings from these evaluations as a whole include associations between the provision of medical home care and improved quality, in addition to decreased utilization associated with medical home care in high-cost areas such as emergency department use. However, fewer associations were found across evaluations between medical home care and enhanced patient or family

experiences. The early medical home research appears to reflect both the wide variation in how medical homes are being designed and implemented in practice and in how researchers are choosing to evaluate patient-centered medical home design and implementation. While some aspects of medical home care show promise, continued evolution of medical home evaluative research is needed.

Access the full text at: <http://mcr.sagepub.com/content/early/2012/05/28/1077558712447688>

Resources

New! Slides and audio from the third Practice Facilitation Webinar on Designing and Improving Your Practice Facilitation Program (held on May 30th, 2012) are now available. Check out the [PCPF Updates page](#) at the PCMH Resource Center (www.pcmh.ahrq.gov) for more information. Information about upcoming learning opportunities, previous editions of the PCPF eNewsletter, and slides and audio from previous Practice Facilitation Webinars are also available.

Please also visit the PCMH Resource Center at www.pcmh.ahrq.gov to explore white papers, briefs, a searchable citations database, and other resources related to the Patient-Centered Medical Home and primary care improvement.

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